

Labor Reimbursement for Warranty Service

United States, United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), or Canada

Effective October 1, 2024

The Enphase Energy, Inc. ("**Enphase**") Labor Reimbursement Program ("**Labor Reimbursement Program**") is designed to help solar-electric installation professionals ("**Installers**") that do not have a product purchase (or similar) agreement with Enphase offset a portion of the service/labor costs related to replacing a defective IQ Microinverter (including a microinverter inside an IQ battery), a defective IQ Battery, a defective IQ System Controller, or the Enphase AC Combiner or Enphase IQ Combiner models or IQ Meter Collar described below, where each such product has been installed in a PV solar system located in the United States, United States Territories (including Puerto Rico, Northern Mariana Islands, U.S. Virgin Islands, American Samoa, and Guam), or Canada. This Labor Reimbursement Program is separate from our standard limited product warranties. If your company has entered into a product purchase or other agreement with Enphase governing the purchase of Enphase products, this Program does not apply to you; please refer to the terms and conditions of such agreement with Enphase.

Enphase Product(s) Eligible for the Labor Reimbursement Program

- Enphase Microinverters (either stand-alone or inside an IQ Battery);
- Enphase Gateway (Envoy);
- IQ Battery;
- IQ System Controller;
- Enphase AC Combiner;
- Enphase IQ Combiner;
- Enphase IQ Meter Collar (**Only for United States and Puerto Rico**).

Labor Reimbursement Amount

- **\$200** for each truck roll to a site for performing removal and replacement of a defective Eligible Product; plus
- **\$25** for each defective Enphase Microinverter (either stand-alone or inside an IQ Battery) that is replaced at that site;
- **\$25** for each defective Enphase Gateway (Envoy) product that is replaced at that site;
- **\$150** for each defective Enphase IQ Battery that is replaced at that site;
- **\$200** for each defective Enphase IQ System Controller that is replaced at that site;
- **\$25** for each defective Enphase AC Combiner that is replaced at that site; and
- **\$25** for each defective Enphase IQ Combiner that is replaced at that site;
- **\$50** for each defective Enphase IQ Meter Collar that is replaced at that site.

Terms and Conditions

All amounts are in U.S. Dollars and are inclusive of all applicable taxes. To be eligible for reimbursement under the Labor Reimbursement Program, all of the following conditions must be met:

1. The Eligible Product is covered by an active Enphase Limited Warranty at the time the RMA is requested.
2. The removal and replacement of a defective Eligible Product(s) ("**Eligible Product Warranty Replacement**") is completed within the first two (2) years from the date such Eligible Product is "activated"(i.e., when permission to operate is granted by authorities having jurisdiction);
3. Enphase has performed a remote diagnosis of the failed Eligible Product and has issued an RMA to the Installer prior to performing the Eligible Product Warranty Replacement; and

4. Installer has submitted a claim for reimbursement within three (3) months of completing the Eligible ProductWarranty Replacement.

Follow the steps below to make a reimbursement claim.

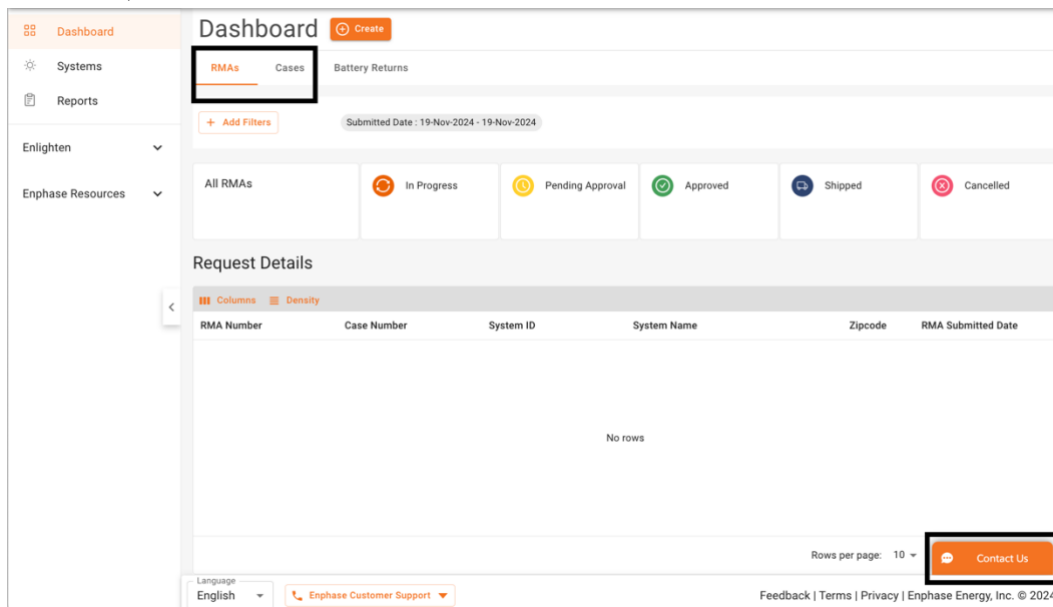
1. Request a remote diagnosis from Enphase for the defective Eligible Product.
2. Obtain an RMA from Enphase.
3. Complete replacement of the Eligible Product at the affected site.
4. 4. You can apply for labor reimbursement via either the Enphase Service Manager or Enphase Installer Portal.

Method 1: Through Service Manager Platform

1. Log in to the **Enphase Service Manager** on a desktop or mobile device using your Enphase account credentials.



2. Upon logging in you will see a **Dashboard** displays all recent support requests and provides installer access to create, view, apply labor reimbursements and manage their cases. To view RMA information on the Dashboard, select the “RMAs” tab. Select the “Cases” tab to view case information on the Dashboard.



3. **Apply for Labor Reimbursement**

Select the RMA number that appears on the “**RMAs Dashboard**”.

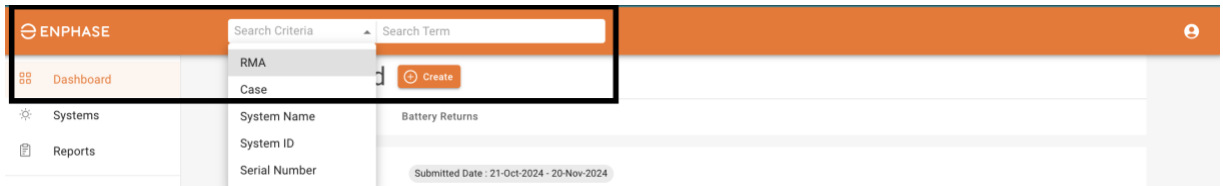
Request Details

Columns Density

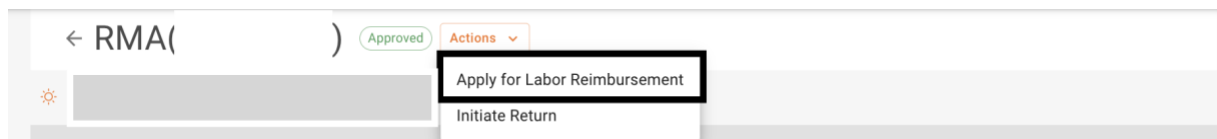
RMA Number	Case Number	System ID	System Name	Zipcode	RMA Submitted Date

Rows per page: 10 1-1 of 1

- You can also search the RMA number, case number, system name, site ID and system name from the search box available in the **“RMA Dashboard”**.



- Select the **“Actions”** dropdown menu, then select **“Apply for Labor Reimbursement”**.



- The **Labor Reimbursement Request** form will appear, displaying the RMA Details

RMA Details

RMA's qualified for reimbursement System Information

Associated Serial Numbers

Installer Details

Registered Address

Payment Details

Documents

Must be a PDF file under 2 MB in size. Please be sure that details provided as part of this request must match with the form.

Reset Submit

Complete all required fields

Installer Details

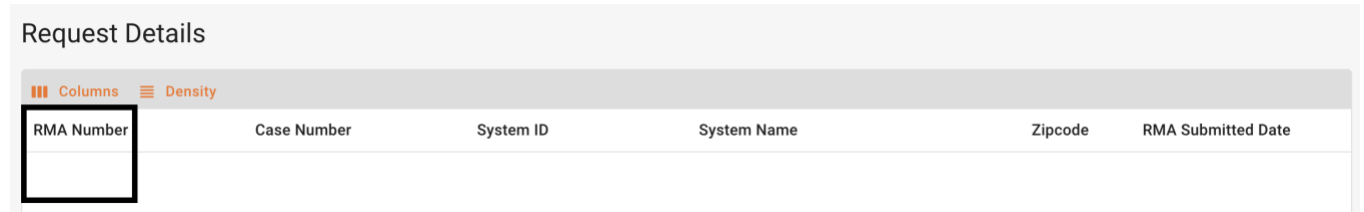
Registered Address

Documents

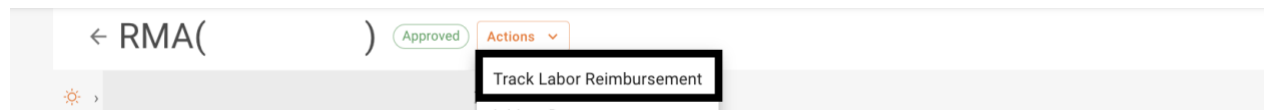
When finished, select **“Submit”**

7. Track Labor Reimbursement application

To track the Labor Reimbursement, installers can select an RMA number from the “**RMAs Dashboard**”.



8. Select the “**Actions**” dropdown menu. If the Labor Reimbursement request was submitted, select “**Track Labor Reimbursement**”.



The “**Labor Reimbursement Request**” page will appear, displaying tracking information in the “**Track Reimbursement**” section.



The “**Track Reimbursement**” should display the following:

- Status of the labor reimbursement request;
- Estimated payment date once approved ; and
- Cheque/wire reference number and the reimbursement amount once the request status changes to “Paid” under “Payment Details”. Please note that Enphase does not submit invoice for such reimbursement.

Method 2: Through Enphase Installer Portal

1. Log in to the [Enphase Installer Portal](#) within three (3) months of the date on which the RMA was issued.
2. Access the site where replacement of the Eligible Product was completed.
3. Open the settings tab, indicated by the gear icon in the upper right-hand corner, as shown below.



4. In the “Overview” section, tap “Click here” under “Labor Reimbursement.”

Labour Reimbursement

Enphase Energy provides a discretionary reimbursement, payable to solar-installers having to perform onsite labour for the purposes of a product warranty RMA. This labour reimbursement is separate from the written, product warranty itself. Eligibility for the reimbursement is dependent on the date the unit was activated and the specific product(s) installed.

In order to qualify:

- Must be an reimbursement eligible product as determined by Enphase.
- Defective microinverter must have previously been detected and monitored by Enlighten monitoring software.
- The unit installation date must be within two years of the claim date.
- The defective microinverter must be returned to Enphase Energy if instructed to do so per the RMA approval.
- No claims older than 3 months will be approved.

[Click here](#) to claim a replacement reimbursement.

5. Review the Labor Reimbursement Program guidelines carefully and then complete the labor Reimbursement form.
6. Submit the required documents as PDFs while claiming a labor reimbursement. Each PDF File must be under 2 MB in size. If necessary, compress the files using tools available on the internet. Click on the “here” link as shown below in the screenshot to get the Installer Reimbursement Form (IRF) and complete it. Upload all the required documents listed as shown in the image below.

Required documents:

- Complete IRF
- W9 Form

We have previously received a copy of your W-9 form. If you need to provide a corrected version, please download the form from [here](#) and upload below.

We have previously received a copy of your Installer Reimbursement Details. If you need to provide a corrected version, please download the form from [here](#) and upload below. Must be a PDF file under 2MB in size. Please be sure that details provided as part of this request must match with the form.

W-9 Form

No file chosen

Installer Reimbursement Details

No file chosen

7. Click the “Submit” button to complete your labor reimbursement request. Enphase may contact you through the email address on your Enphase Account if additional documentation is required to process your claim.

NOTE 1:

The link will appear only if an RMA has been issued for the site within the last three (3) months. If you do not see the ‘click here’ link under a site for which you have performed a Eligible Product Warranty Replacement and it has been three (3) months or less, please contact support here.

NOTE 2:

If it is the first time you are claiming a Labor Reimbursement from Enphase, you will need to submit a completed W-9 form (for Individuals and Entities based in the US) with your request. For individuals

and not based in the US, please refer to the chart below for the required documentation (“Tax Document”).

US Operating Unit	
Submitted by External Vendors	
W-9	US Based(Individual & Entities)
	a) Corporation
	b) LLC
	c) Pvt Ltd
	d) S Corporation
	e) Associates
	f) PTY
	g) Individual
	h) Partnership
W-8BEN	Non US Based - Foreign Individual
W-8-BEN- E	Non US Based - Foreign Entities
	a) Corporation
	b) LLC
	c) Pvt Ltd
	d) S Corporation
	e) Associates
	f) PTY

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